

BJ Maynard

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EXECUTIVE SUMMARY

An innovative and performance-driven **Systems Administrator / Entry-Level Software Engineer**. Key team member, with exceptional communication and presentation skills. Influencer and consensus builder, with the ability to build robust and mutually beneficial business relationships at all levels. Adept at communicating complex technical details into audience-appropriate and actionable terminology.

- **Expertise:** Systems and Network Administration, System Security, Backup and Recovery, Server Administration and Repair, Mixed-Platform Environments, Technical Infrastructure (LAN/WAN/VPN), PCI-Compliance, Workstation Installation/Configuration, Open-Source Tools, User Training and Support, Disaster Preparedness / Network Security, User / Technical Documentation, Root-Cause Analysis, Roadmaps, Scaling, Cross-Functional Teams / Technical Liaison, Problem Resolution, and Continuous Improvement Initiatives.
- **Technical Expertise:** Operating Systems: Linux and Windows (Server 2012-2019, Windows 7-10), configuration of routers, hubs, and switches (Ubiquiti, Cisco, Juniper, PfSense); NAS and Cloud Backup Solutions.
- **Programming / Scripting:** Python, HTML, CSS, JavaScript, Website Maintenance, Web Development, and other OOP.

CORE COMPETENCIES

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|--|---|--|
| <ul style="list-style-type: none">• Systems / Network Administration• IT Support• Customer Relationships / Success• Process Improvements• Server Maintenance• Team Building / Development | <ul style="list-style-type: none">• IT Strategy / Roadmaps• KPI's / Analytics / Trends• Disaster Preparedness / Recovery• Network Security• Database Management• Technical Documentation | <ul style="list-style-type: none">• Coding / Software Issues• Cross-Functional Collaboration• Back-Ups• Website Maintenance• Root Cause Analysis• Troubleshooting |
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PROFESSIONAL EXPERIENCE

DOUGNET INC. - Boone, NC
2018 - Present

Director of **IT** Operations

Onboarded to lead and provide governance over the long-range direction of the technology function as well as the design, acquisition, management, implementation, and maintenance of an enterprise-wide technology infrastructure. Consistently monitor and analyze technology and trends that could improve company performance.

- Lead an IT team in configuring, troubleshooting, and maintaining Linux and Windows infrastructure for a small-sized MSP company. Provide ongoing management, performance-tuning, and Tier 2/3 support for approximately 1,200 residential clients and 300 business clients.
- Led the stabilization of the IT environment, developing and executing the company's technology strategy, to coordinate delivery of services and direct development of solutions, ensuring reliable, stable, secure, and compliant business

operations. Significantly improved business-critical system uptime through resiliency, standardization, and detailed documentation.

- Understand and anticipate the priorities of clients, through building productive working relationships with client stakeholders and business colleagues, providing "Voice of Customer" feedback to develop effective roadmaps and schedules, driving improved customer success metrics.
- Direct daily operations, provide leadership and oversight, including tracking KPI's, supervising, training, mentoring, coaching, and developing team members. Evaluate performance, skills, and create team as well as personal success plans.
- Responsibilities include basic scripting and troubleshooting software issues.
- Ensure that assigned systems are engineered, configured, and optimized for maximum functionality and availability. Implement solutions that reduced single points of failure and improve business-client systems uptime to 99.9% availability (up from the previous high of 97.5%).
- Lead business-clients hardware/software installations; oversee major server upgrade/expansion projects that improve network access protection (NAP), terminal services, and network performances; and integrate new technologies into existing environments.
- Strengthen system/network security and business continuity planning as a member of the company's security incident response team.
- Institute best practices in system log analysis, backups, network operating center security, user account/permissions management, and systems/software auditing as well as end-user training.

TAR HEEL CAPITAL - Boone, NC
2013 - 2018

IT Tech Support

One of only two people in IT to handle 75 Wendy's locations across two states. Became point of contact for all IT vendors. Provided ongoing Tier1-3 support for all stores, internal employees, and roaming employees.

- Installed and performed minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Read technical manuals, conferred with users, or conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Developed training materials and procedures and trained users in the proper use of hardware or software.
- Configured and defined parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.

EDUCATION

Bachelor of Science in Information Technology - Concentration in Networking, University of Phoenix

Associates of Art in Accounting, University of Phoenix